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# **Industry Briefing**

## **MSFC Information Technology Services (MITS)**

**RFP NNM09270570R**

# Agenda

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**12:00 p.m.**

## **Industry Briefing**

- Background
- Acquisition Overview
- Service Contract Act
- Cost Forms Overview

**1:00 p.m.**

## **Site Tours (via buses)**

**1:00 p.m.**

## **Cost Forms Discussion (Morris Auditorium)**

**5:00 p.m.**

## **Tours Complete**

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**No questions will be answered today during the briefings or site tour. Please submit questions on the note cards provided.**

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# Background

David G. Black

# Program Overview

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MSFC's Office of the Chief Information Officer (OCIO) is tasked to manage the Center's information services as specified in the PWS of this procurement. More details on the MSFC OCIO organization is available in the Background and Historical section of the Draft RFP.

## MSFC OCIO Mission Statement:

To provide a customer-focused, single point of accountability for comprehensive Information Technology (IT) services enabling MSFC and NASA to achieve and sustain mission success. Broad categories of functional responsibility include; technical leadership through the overall design, development, integration and operation of MSFC and Agency IT systems/services; IT security, planning, policy development, architecture, governance; and compliance with MSFC, Agency, and Federal policies and directives.

# Procurement History

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Requirement exists for the acquisition of Information Technology (IT) services for MSFC in congruence with the Agency CIO vision for IT management. These services are currently within the Unified NASA Information Technology Services (UNITeS) contract.

UNITeS contract NNM04AA02C scheduled to end on November 30, 2009 (anticipated to be extended). Science Applications International Corporation (SAIC), San Diego, California, has provided the following services since January 2004 (including 3-month phase-in).

- Agency-wide Information Services
- Integrated Enterprise Management Program (IEMP)
- MSFC Information Services

# Procurement History (Cont'd)

## UNITeS

### Unified NASA Information Technology Services (January 2004)

#### **\* Program Management**

- Project Management
- Strategic Planning and Technology Evaluation
- Financial Management
- Contract Administration
- Procurement
- Asset Management
- Security
- Safety
- Facilities Management
- Quality Assurance
- Customer Relationship

#### **Agencywide Information Services**

- Agencywide Applications Projects
- Digital Television
- IT Security
- Data Center Services
- Russia IT Services
- Wide Area Network (WAN) Services
- Systems Management and Operations
- Customer Support
- Integrated Service Delivery Support
- Mission Engineering and Network Management
- Local Area Network Engineering
- Network Security
- Business Studies
- SEWP Program Support
- NASA CIO Support
- Information Technology Communications Directorate (ITCD) Support

#### **Integrated Enterprise Management Program (IEMP) Services**

- Infrastructure Support
- Module Project Support
- Operations and Sustaining Support

#### **\* MSFC Information Services**

- MSFC Application and Web Services
- Computer Systems Services
- Customer Requested Hardware Maintenance
- Telecommunications Services
- Audio Visual Information Services
- IT Procurement Services
- Customer Support
- Integrated Service Delivery Support

\* These services will be included in the MITS acquisition. For more details, refer to the “PWS Cross Reference” in the Background and Historical section of the Draft RFP.

# Related Efforts

## I3P Scope

### Agency Consolidated End-User Services (ACES)

*Desktops, Cell Phone, PDA,  
Email, calendaring*

### Web Enterprise Service Technologies (WEST)

*Public Website Hosting,  
Agency Web Applications*

### NASA Integrated Communications Services (NICS)

*Data, Voice, Video, LAN, WAN*

### NASA Enterprise Data Center (NEDC)

*Application/Data  
Hosting & Housing*

Science and  
Engineering  
Applications

Business  
Management  
Applications

### Enterprise Applications Service Technologies (EAST)

Project  
Management  
Applications

## MITS

### Center IT Infrastructure Contracts

Mission/Center-  
unique Voice,  
Video, Data  
Services;  
Institutional  
Applications &  
Web Services;  
Phone Switches,  
Cable Plant;  
Library; Print &  
Admin Services;  
Other

### Highly Specialized

*Avionics  
software,  
Real-time  
Control  
Systems,  
Onboard  
Processors,  
Deep Space  
Network*



# Related Efforts (Cont'd)

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- GSA's Networx – Center circuits not in NICS will be procured from GSA contracts to the maximum extent possible and are not part of this acquisition.
- Agency-wide Protective Services Contract – Contract may include some miscellaneous services currently in UNITeS.
- Outsourcing Desktop Initiative for NASA (ODIN) – Contract will cover Desktops, Cell Phone, PDA, Email, and calendaring until ACES.
- Michoud Assembly Facility Manufacturing Support and Facility Operations Contract (MSFOC)
- Center Operations Support Services (COSS)
- Logistics Services Contract

# Procurement Description

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The description of the Contractor's mission is to provide all necessary managerial and technical expertise to support the OCIO in meeting the Center-specific IT needs of MSFC as follows:

- Information Technology (IT) Security Services
- IT Planning, Policy, Architecture & Integration
- Telecommunications Services
- Applications and Web Services
- Computing Services
- Audio Visual Information Services

In support of the MSFC IT services, the Contractor will also provide the following Management Support:

- |                           |                         |
|---------------------------|-------------------------|
| - Project Management      | - Security              |
| - Financial Management    | - Safety                |
| - Contract Administration | - Facilities Management |
| - Procurement             | - Quality Management    |
| - Asset Management        | - Phase-Out             |

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# Acquisition Overview

Wayne Harmon

# Contracting Approach

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## Performance Based/Mission Services Contract

- Need for contractor autonomy with minimal government intervention where appropriate
- Need for flexibility to accommodate rapid changes and fluctuations
- Encourages maximum contractor creativity in fulfilling PWS which reflects “what” (i.e., objectives) to do rather than “how”

## Cost-Plus-Fixed Performance Fee

- Deductions from fee will be used to balance performance, schedule, and cost control objectives
- Encourage effective communications between contractor and government

# Planned Fee Implementation

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- Hold Post-Award Conference (Discuss Fixed Performance Fee Evaluation Plan/process and performance criteria)
- Six-month Fixed Performance Fee period
  - No rollover provision for unearned fee
  - Fee has 3 major components: Quality (40%); Program Management (35%); and Mission Performance Metrics (25%)
  - Provisional billing limited to the lesser of 70% of potential Fixed Performance Fee pool or the prior period's percent earned
- Quarterly Performance Reviews with COTR, monitors, and contractor to review performance
- Specific methodology described in ATTACHMENT J-4, Performance Measurement Standards, and ATTACHMENT J-5, Cost Plus Fixed Performance Fee Evaluation Plan.

# Planned Fee Implementation (Cont'd)

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- Potential Fixed Performance Fee further divided among the following areas:
  - Quality (40%)
    - Monitor and Customer Satisfaction Surveys
  - Program Management Measurement (35%)
    - Policy, Procedure, and Process Conformance
    - System Management
    - Timeliness/Schedule
    - Property Management
    - Quality (ISO)
    - IT Security Measures
  - Mission Performance Metrics Measurement (25%)
    - IT Security Measures
    - IT Planning, Policy, Architecture and Integration Measures
    - Telecommunications Services Measures
    - Applications and Web Services Measures
    - Computing Services Measures
    - Audio Visual Information Services Measures

# Planned Fee Implementation (Cont'd)

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- Subjective/Objective criteria
  - Performance standards and Acceptable Quality Level's (AQL) delineated in ATTACHMENT J-4-(H) utilized to determine potential fixed performance fee deductions for each PWS sub-section

# Planned Fee Implementation (Cont'd)

## EXAMPLE

Potential Fixed Performance Fee available for 6-month period = \$1,000

<u>Fee Allocation</u>	<u>Potential</u>	<u>Earned %</u>	<u>Earned Fee</u>
Quality (40%)	\$400	90%*	\$360

\*example is for an Average score on the OCIO Monitor Surveys of 4.6 equates to 90%.

Program Mgmt (35%)	\$350		
Policy, Procedure, and Process Conformance	\$56	80%	\$45
System Management	\$60	75%	\$45
Timeliness/Schedule	\$60	100%	\$60
Property Management	\$60	75%	\$45
Quality (ISO)	\$56	100%	\$56
IT Security Measures	\$60	100%	\$60
Total Program Mgmt			\$311



# Planned Fee Implementation (Cont'd)

## EXAMPLE

Potential Fixed Performance Fee available for 6-month period = \$1,000

<u>Fee Allocation</u>	<u>Potential</u>	<u>Earned %</u>	<u>Earned Fee</u>
Mission Performance			
Metrics Measurement	\$250		
IT Security Measures	\$40	75%	\$30
IT Planning, Policy, Architecture and Integration Measures	\$40	75%	\$30
Telecommunications Services Measures	\$43	100%	\$43
Applications and Web Services Measures	\$43	100%	\$43
Computing Svcs Measures	\$43	100%	\$43
Audio Visual Information Services Measures	\$43	100%	<u>\$43</u>
Total			\$232

# Planned Fee Implementation (Cont'd)

## EXAMPLE SUMMARY

Potential Fixed Performance Fee available for 6-month period = \$1,000

<u>Fee Allocation</u>	<u>Potential</u>	<u>Earned Fee</u>
Quality	\$400	\$360
Program Mgmt	\$350	\$311
Mission Performance Metrics Measurement	<u>\$250</u>	<u>\$232</u>
Total	\$1,000	\$903

# Special Clauses

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- Allowable Items of Cost (G&A rate ceiling)
- Limitation of Future Contracting
- Excluded Functions and Responsibilities
- Mitigation of Organizational Conflicts of Interest
- Phase In and Phase Out
- Associate Contractor Agreements
- Special Provision for Contract Changes
- Capital Asset Tracking
  - Requires a separate WBS element for each capital asset
  - Requires tracking and forwarding of individual capital asset cost on the NF 533

# Safety and Health

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- Offerors will be required to submit a draft Safety and Health Plan for evaluation in accordance with FAR 1852.223-73. Plan will be evaluated as part of contractor proposals.
- Contractor will be required to comply with all Federal, State, local and Agency environmental and safety laws and regulations, (e.g., OSHA). Contract will not require contractor to utilize hazardous chemicals on-site at MSFC.

# Period of Performance

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Total contract Period of Performance will not exceed 5 years.  
Contract will include a 2-year base period and one 2-year priced option and one 1-year priced option.

<u>Contract Term</u>	<u>Period</u>
Base	February 1, 2010 to January 31, 2012
Option 1	February 1, 2012 to January 31, 2014
Option 2	February 1, 2014 to January 31, 2015

# Schedule (Anticipated)

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<b>Draft PWS to Industry</b>	<b>December 2008</b>
<b>Draft RFP to Industry</b>	<b>January 2009</b>
<b>RFP Release</b>	<b>February 2009</b>
<b>Receive Proposals</b>	<b>April 21, 2009</b>
<b>Contract Award</b>	<b>November 2009</b>
<b>Phase-In Start</b>	<b>December 1, 2009</b>
<b>Full Assumption of Contract Responsibilities</b>	<b>February 1, 2010</b>

# Draft RFP

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- Applicable Documents and Government Furnished Property to be made available on MITS website <http://mits.msfc.nasa.gov> as soon as possible.

# Draft RFP Questions

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- Note cards are available for all questions and may be dropped in the box outside the auditorium both after the briefing and following the site tour.
- Written comments and questions (including e-mails) concerning the Draft RFP shall be submitted to the Contracting Officer no later than **1:00 CST on January 30, 2009** by electronic mail or other appropriate means to:  

wayne.t.harmon@nasa.gov
- NASA will not respond to comments and questions individually or directly but will incorporate changes as necessary in the Final RFP which will be posted in the same manner as the Draft RFP (NAIS/FedBizOps and the MITS website). Industry Briefing charts and any updates resulting from the briefing will be posted to the MITS website.



# Procurement Personnel

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## **Procurement Office Point of Contact:**

Wayne Harmon, PS31

Phone (256) 961-2071

[wayne.t.harmon@nasa.gov](mailto:wayne.t.harmon@nasa.gov)

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# **Reminder**

***This information is preliminary and subject to change when the Final RFP is released***

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# Service Contract Act

Patrick W. Rasco

Contractor Industrial Labor Relations Specialist

# Service Contract Act of 1965

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- Federal Statute

41 United States Code 351  
as amended in 1972 and 1976

- Implementing Regulation

Title 29 Code of Federal Regulation Part 4

- Contract Clause

FAR 52.222.41

# Purpose and Intent of the Service Contract Act of 1965

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Requires “the payment of not less than locally prevailing wage rates and fringe benefits, **or in certain cases**, the wages and fringe benefits contained in the predecessor contractor’s collective bargaining agreements.”

# Definition of “Service Employee”

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Service Contract Act (SCA) defines a “service employee” as any person engaged in the performance of a covered Federal services contract...

However, it excepts those employees that qualify as a **bona fide** Executive, Administrative, or Professional Employee as defined in Title 29 Code of Federal Regulations Part 541 (as amended August 23, 2004).

# Things to Consider First...

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As a prospective offeror/contractor you are liable for the proper interpretation, application, implementation, and administration of the mandatory provisions of the Service Contract Act which are a **critical** part of this solicitation.

Therefore, it is imperative that you take appropriate action when preparing your offer to **ensure** compliance with the Act and to also **make certain** that your corporate policies are **compliant** with the spirit and intent of the law.

# Mandatory Requirements

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- Applies to contracts entered into by the United States or District of Columbia in excess of \$2,500 for the furnishing of services through the use of “service employees” (29 CFR 4.113) and it mandates:
  - Timely payment of wages (29 CFR 4.165)
  - Posting Requirements (29 CFR 4.184)
  - Minimum Record Keeping (29 CFR 4.185)



# Mandatory Requirements (continued-2)

- Those outlined in the SCA “**Area**” Wage Determination
  - Minimum wages based on job classification (29 CFR 4.161)
    - See the SCA Directory of Occupations to ensure the proper classification of each service employee.
  - Minimum Health and Welfare Rate (29 CFR 4.171).
    - An minimum average of \$3.24 per hour, computed on the basis of all hours worked by the “service employees” employed on the contract.
  - Minimum number of Vacation Days (29 CFR 4.173).
    - Based on years of “continuous service” in any capacity with the incumbent contractor and all predecessor contractors.
  - Minimum number of Paid Holidays (29 CFR 4.174).
    - 10 Paid Holidays per year.
    - **Does not require** a “service employee” to work the day before or the day after a holiday to receive holiday pay.
      - If any work is performed (by a service employee) in a work week in which a holiday falls, the employee is entitled to holiday pay.

# Mandatory Requirements (continued-3)

- Those outlined in the SCA “4(c)” CBA Wage Determination
  - Minimum wages based on job classification
    - See the Collective Bargaining Agreement (29 CFR 4.52 and 4.163).
  - Minimum Health and Welfare Rate
    - See the Collective Bargaining Agreement (29 CFR 4.52 and 4.163).
  - Minimum number of Vacation Days
    - See the Collective Bargaining Agreement (29 CFR 4.52 and 4.163).
  - Minimum number of Paid Holidays
    - See the Collective Bargaining Agreement (29 CFR 4.52 and 4.163).
  - Minimum number of other Paid Days
    - See the Collective Bargaining Agreement (29 CFR 4.52 and 4.163).

# Mandatory Requirements (continued-4)

- Requires the payment of Health and Welfare, Vacation, and Holiday pay to temporary and part-time employees (29 CFR 4.176).
- SCA does not provide for premium rates of pay for overtime hours worked, **but** it does recognize other Federal laws that do require overtime pay (i.e.,).
  - The Fair Labor Standards Act.
  - Contract Work Hours and Safety Standards Act.
    - Premium Pay is one-and-one-half (1½) times the employee's basic hourly rate of pay for all time worked over 40 hours per week.

# Mandatory Requirements (continued-5)

- Items that **can not** be counted as Health and Welfare for SCA computation purposes:
  - Federal, State, and Local Taxes, Unemployment or Workers' Compensation, Professional Insurance, Liability Insurance, etc., (29 CFR 4.171(c)).
  - The furnishing of Board and Lodging (29 CFR 4.171(d)).
  - The furnishing of "facilities" or "transportation" (29 CFR 4.171(e)).
  - Contributions to social functions (29 CFR 4.171(f)).
  - Vacation Pay (29 CFR 4.173).
  - Holiday Pay (29 CFR 4.174).

# SCA Wage Determinations

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- Local **"Area"** Wage Determinations
  - 2005-2008 (Rev 9), dated 05/29/2008
  - 2005-2234 (Rev 9), dated 08/15/2008
  
- CBA-2006-939 (Rev 1), dated 10/17/2007
  - Communications Workers of America, AFL-CIO, Local 3905.
    - Point of Contact:
      - Mary Layton, President, (256) 539-6081

# Job Description/Qualification Form

## **TITLE**

Contractor Job Title: \_\_\_\_\_

CBA Job Title: \_\_\_\_\_

Solicitation Job Title: \_\_\_\_\_

SCA Wage Determination Job Title: \_\_\_\_\_

SCA Directory of Occupations Classification Number \_\_\_\_\_

## **TYPE**

☐ EXEMPT      ☐ NON-EXEMPT

## **SALARY / WAGE RANGE**

ANNUAL FROM: \_\_\_\_\_ TO: \_\_\_\_\_ [Exempt]

HOURLY FROM: \_\_\_\_\_ TO: \_\_\_\_\_ [Nonexempt]

## **HEALTH AND WELFARE [FRINGE BENEFITS]**

EXACT AVERAGE HOURLY COST OF HEALTH AND WELFARE \_\_\_\_\_

## **DESCRIPTION** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## **QUALIFICATIONS**

EDUCATION: \_\_\_\_\_

EXPERIENCE: \_\_\_\_\_

# Instruction for Completing JD/Q

- **TITLE**
- There are two Job Description/Qualification forms per page. One form is to be completed for each job title/classification.
- (**NOTICE**: This applies to all proposed subcontractor classifications as well)
  - **Contractor Job Title** - Enter your company job title if different from the SCA Wage Determination or CBA job title/classification.
  - **CBA Job Title** – Enter job title/classification from the Collective Bargaining Agreement (CBA) located on the MITS website <http://mits.msfc.nasa.gov>.
  - **Solicitation Job title** – Enter the job title identified in the solicitation at Section L-D.
  - **SCA Wage Determination Job Title/Classification** - Enter the accurate SCA job title/classification and SCA job number from the SCA Wage Determination or the title from the CBA as appropriate.
- (**NOTE**: Detailed position descriptions are contained in the SCA Directory of Occupations, **Fifth Edition, dated April 2006** for each job classification listed on the wage determination.

# Instruction for Completing JD/Q

## ■ TYPE

- Place an **X** in the Box that is applicable to the job title/classification.
  - **Exempt** - Those job classifications identified in Title 29 CFR Part 541 (Dated August 23, 2004) as exempt classifications.
  - **Nonexempt** – All job classifications other than those exempt by 29 CFR Part 541.

## ■ SALARY / WAGE RANGES:

- For the exempt employees, enter the minimum annual pay in the **Annual From** space and the maximum annual pay in the corresponding **To** space.
- For the non-exempt employees enter the minimum hourly pay in the **Hourly From** space and the maximum hourly pay in the corresponding **To** space.
  - **NOTE:** The minimum rate can never be lower than the SCA wage determinations minimum rate.

## ■ HEALTH AND WELFARE [FRINGE BENEFITS]:

- Provide the **exact cost** of health & welfare for those employees covered by the CBA (See title 29 CFR Part 4.52 & 4.163 for complete details).
- Provide the **exact average** hourly **cost** of health & welfare for the service employees covered by the SCA Wage Determination (See Title 29 CFR Part 4.175(b) for complete details) .



# Instruction for Completing JD/Q

- **NOTICE:** The exact average hourly cost of **health and welfare** for service (non-exempt) employees and **shall not include** the cost of vacation pay, holiday pay, liability insurance, state and Federal taxes, professional liability insurance, unemployment or workmen's compensation insurance, etc.
- **NOTE:** The **average hourly cost** of health and welfare must be computed separately for **exempt** (those employees not covered by the SCA) and **nonexempt** (those employees covered by the SCA) employees.
- **NOTICE:** The SCA makes **NO** distinction between full-time, part-time, and temporary "service employees" in regards to the payment of health and welfare, including vacation and holiday pay.
- **DESCRIPTION**
- Briefly describe the duties performed under the specified job title/classification.
- **QUALIFICATION REQUIREMENTS**
- Identify the education and experience requirements for an employee to qualify for the specified job title/classification.

# Why the Emphasis on SCA?

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- Because it is a critical part of this solicitation/contract.
- As Small Businesses we want you to be an informed offeror. **Why?**
- There are sanctions for failure to comply with mandatory SCA requirements (29 CFR 4.187 through 4.190).
  - If a contractor fails to comply with the mandatory SCA requirements, the Government may...
    - Withhold from payments a sum adequate to pay back wages or fringe benefits due employees;
    - Bring legal action against the contractor;
    - Terminate contract and hold contractor liable for any resulting cost to government;
    - Not award contracts to violators for 3 years.

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We look forward to your participation in  
this competition.

Please pay careful attention to the  
solicitation!

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# Cost Forms Overview

Shaun Harniss

# Cost Forms

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## ■ Four Attachments

- L-A1 Excel Pricing Model
- L-A2 Cognizant Audit Office Template (CAOT)
- L-A3 Fringe Benefits (ST3 b)
- L-A4 Phase in Cost Form

- Formulas, Formats, and Responsibility (L.32)
- Suggested Order for Completion
- L.26 for Due Dates

# L-A1 EPM

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- Suggested Order for Form Completion
- CH Mission Suitability Productive Hours
- CE Mission Suitability Pay Roll Additives Summary
- CF Mission Suitability Fringe Benefit Summary
- CG Mission Suitability Overhead GA and ODCs
- CI Mission Suitability Relocation
- CJ Mission Suitability Subcontractor Cost
- CD Mission Suitability Standard Labor and Avg Rates
- CC(B1) – CC(O2) Mission Suitability Manning FYEs
- CB Summary by WBS of Hours and Dollars
- CA Total Contract Rollup

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# Site Tours

David G. Black

# Site Tour Information

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- Stay with assigned bus. Please be considerate of the personnel in the areas to be toured.
- Note cards are available for questions
  - Pick up before you leave for the tour
  - Drop off in Morris Auditorium at end of tour
- No questions will be answered during tours in order to ensure all parties have equal access to the information. All questions should be written on provided note cards.
- Industry Briefing charts and any updates resulting from the briefing will be placed on:  
**<http://mits.msfc.nasa.gov>**



# Tour Sites

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- Bldg. 4200
  - Graphics, Reproduction
- Bldg. 4207
  - TV Studio
  - Phone
- Bldg. 4491
  - Repository
- Bldg. 4353
  - Photo Lab
- Bldg. 4663
  - Computing Services
- Bldg. 4629
  - Customer Support Center
- West Test Area

# Thank You

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**The NASA Marshall Space Flight Center  
would like to thank you for your interest and  
participation in this important acquisition.**